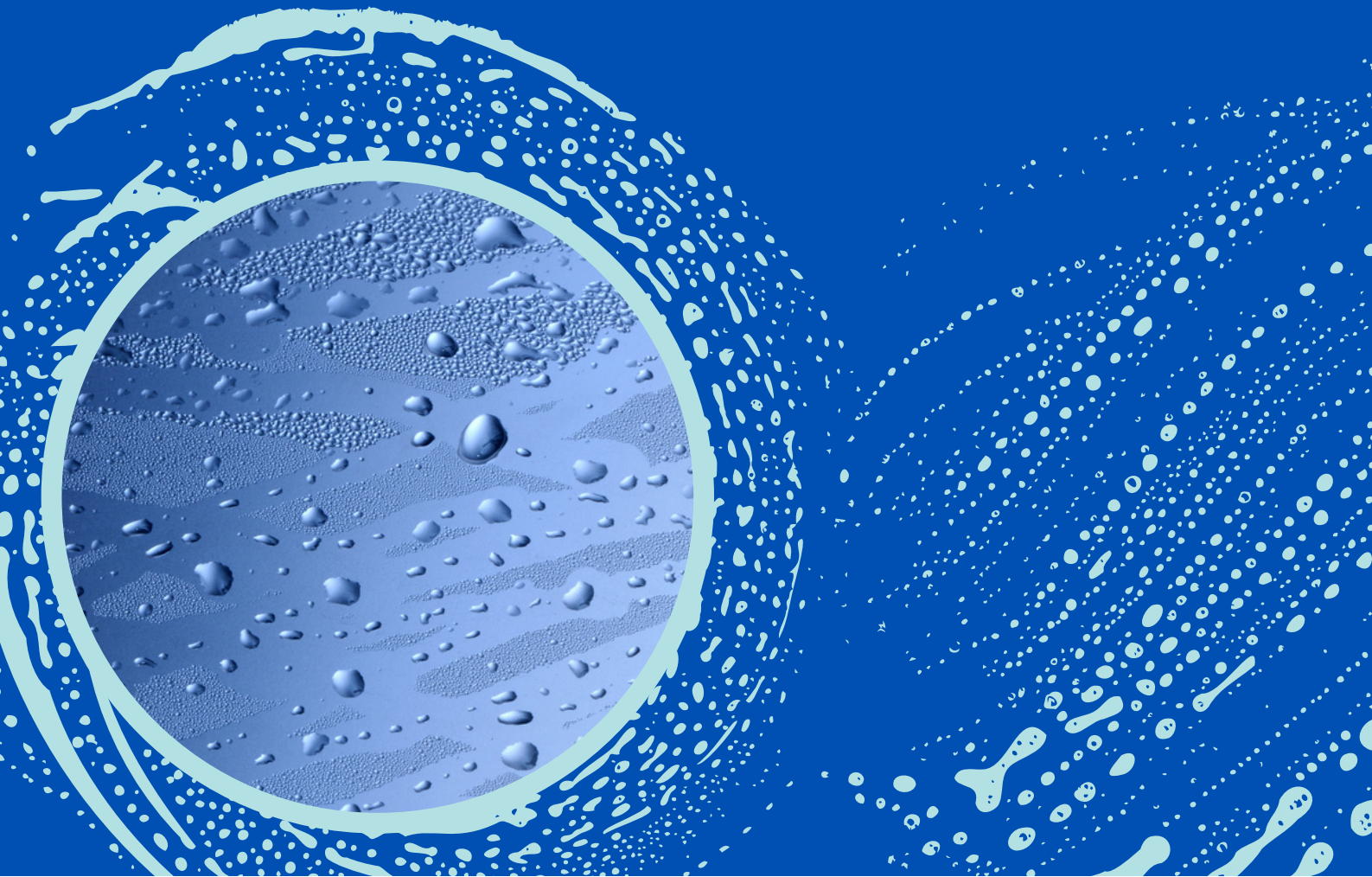


TAFF

Your Home:
warm, safe
and dry.



Keeping your home warm, safe and dry is important

The rising cost of living may mean that you are struggling to heat your home.

This could cause condensation, making your home damp.

We understand the concerns this may cause and if you find it in your home, don't worry; we're here to help you

If you are facing issues of damp and mould in your home, it is important that you contact us



There are many ways in which you can contact us about these issues:

- Visit our website:
www.taffhousing.co.uk
- Report an issue via the MyTaff App or online portal
- Via LiveChat on our webpage
- Phone us: 0800 121 6064



Preventing damp, mould and condensation

It's important to monitor your home for issues that might be causing mould or damp such as any leaks or broken gutters.



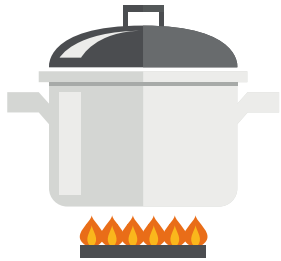
We are responsible for making sure that your home is safe. By working together, we can ensure that dampness and mould are treated.



While there are steps you can take to help reduce moisture in your home. It is important that you contact us so that we can resolve these issues.



How to reduce the amount of moisture in your home



Cooking

Keep lids on saucepans and open a window or use an extractor fan. You can also close the door to prevent damp air from travelling into other rooms.



Bathing

When having a shower or bath, close the door and make sure you open a window or use your extractor fan so the damp air can escape.



Drying Clothes

Dry clothes outside when you can or in a room with a window open. Avoid drying clothes on radiators.



Window Ventilation

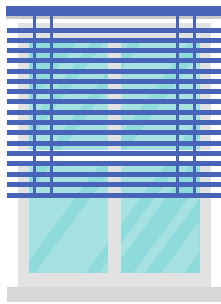
Keep trickle vents open. They can usually be found at the top of your window frames if they're fitted.

How to reduce the amount of moisture in your home



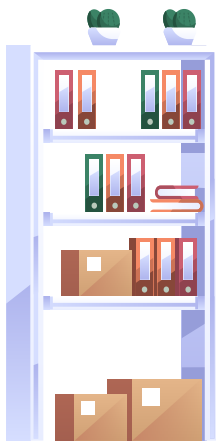
Wipe daily

Check windows for condensation and wipe dry with a cloth. (If reoccurring, please contact Taff)



Curtain/Blinds

Open curtains or blinds during daylight hours to prevent the build-up of condensation on windows.



Cupboards

Don't overfill cupboards. This can cause mould build up due to air being unable to circulate



Dehumidifiers

Use dehumidifiers and moisture traps in areas with high moisture